A QUALITY OF LIFE INITIATIVE

presented at

1999 MTMC Training Symposium

PROJECT SCOPE

- ✓ **DoD-sponsored test**
- ✓ **Joint Service acquisition**
- ✓ **“One touch” relocation service that includes:**
  - Entitlement counseling
  - Commercial transportation
  - Move management services

FULL SERVICE MOVING PROJECT

INTEGRATED PRODUCT TEAM

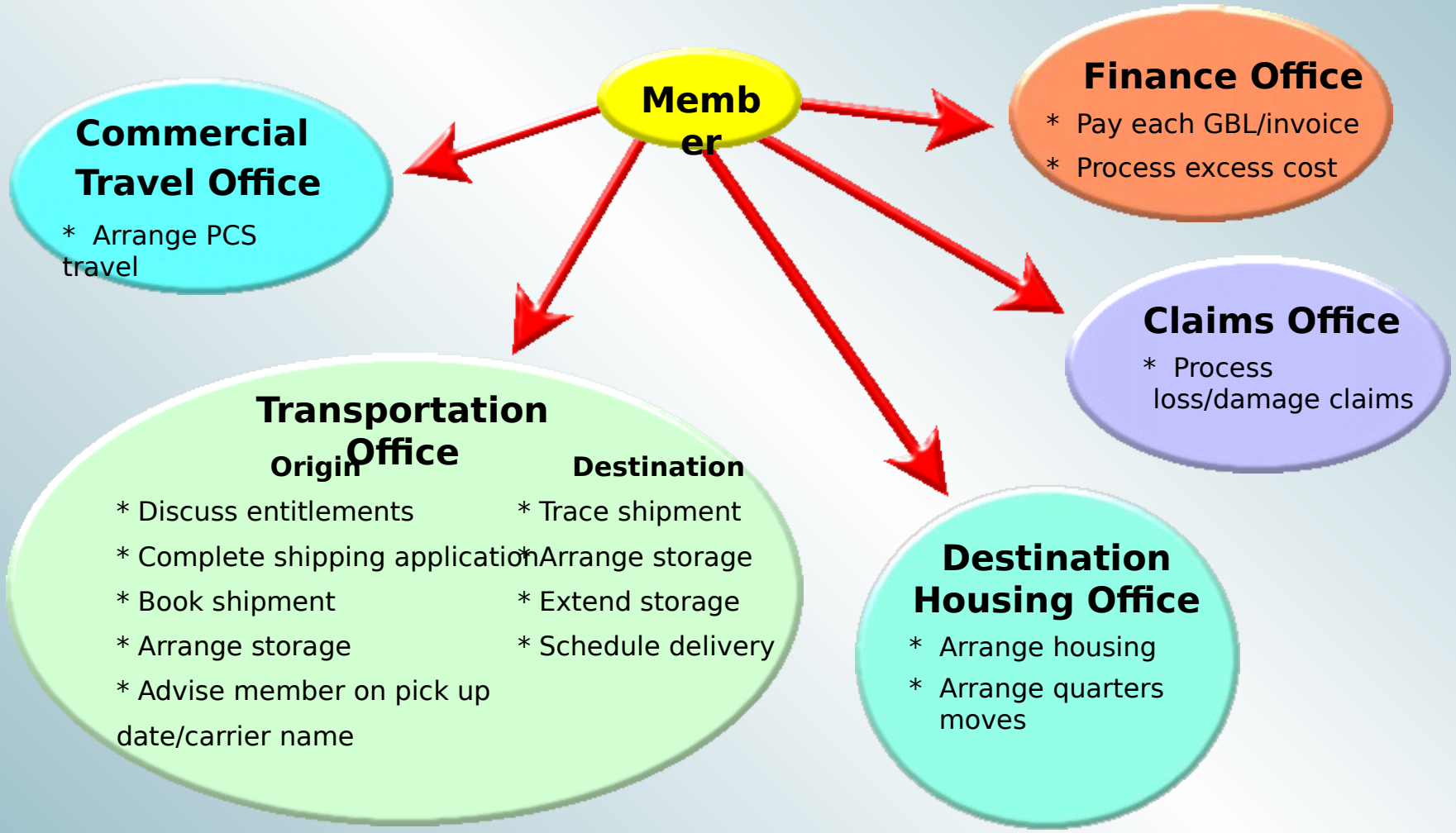
Mr. William Neal - Executive Champion

Mr. Edward Elgart - Mentor

Ms. Lisa Roberts	Army
Ms. Merdesphine Jordan	Navy
Capt Wilma Shively	Air Force
Ms. Cathy Salucci	Marines

FULL SERVICE MOVING PROJECT

CURRENT PROCESS



FULL SERVICE MOVING PROJECT

HUNTER CONCEPT

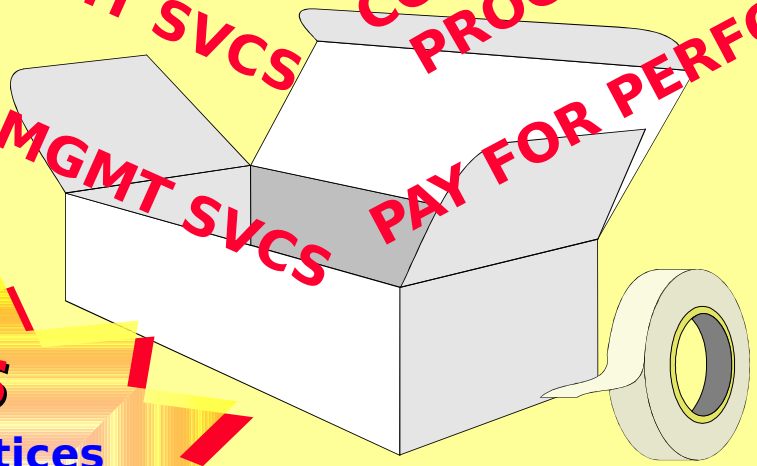
QUALITY OF LIFE

HHG MGMT SVCS

COMMERCIAL PROCESSES

RELOCATION MGMT SVCS

PAY FOR PERFORMANCE



LESSONS

- Commercial practices work
- Soldiers like “one touch”
- Claim process streamlined (time reduced 25 weeks)

FULL SERVICE MOVING PROJECT

NEW PROCESS

New Services

Personal Move Coordinator

- Travel
- Transportation
- Housing
- Claims
- Finance

- Point-to-Point Move Mgmt
- Residence Counseling
- Relocation Mgmt
- Binding Estimate
- Guaranteed Pickup & Delivery
- On-Going Communication
- Toll-Free Service

- Repair/Loss Estimates
- No cost Full Replacement
- 30-Day Claim Settlement
- Satisfaction Survey
- Commercial Papers
- Pre-Invoice Audit
- Consolidated Billing

FULL SERVICE MOVING PROJECT

NEW PROCESS

- **Point-to-point move management**
  - Personal Move Coordinator
  - Integrated Approach
- **Counseling at home or office**
- **Relocation management services**
- **Binding estimate**
  - Excess cost
  - Special services

FULL SERVICE MOVING PROJECT

NEW PROCESS

- **Guaranteed Pickup and Delivery**
  - Date and time
  - Member compensated for inconvenience
- **On-going communication**
  - Day prior to/of packing
  - Day prior to/of pickup
  - Day prior to/of delivery
  - Week after delivery
- **Toll-free service**

FULL SERVICE MOVING PROJECT

NEW PROCESS

- ✓ **Estimates for repair/loss--contractor responsibility**
- ✓ **Full replacement value**
  - Up to $75,000
  - Government--depreciated value up to $40,000
  - No entitlement change
- ✓ **30-day claims settlement**
- ✓ **Customer satisfaction survey**

FULL SERVICE MOVING PROJECT

NEW PROCESS

- **Commercial papers**
  - No GBLs
  - No government shipping documents
- **Pre-audited invoices**
- **Consolidated billing**
  - One bill monthly
  - Consolidated by contractor
  - Certified by COR

FULL SERVICE MOVING PROJECT

PROPOSED TEST SITES

NATIONAL CAPITAL REGION

- Fort Belvoir
- Walter Reed AMC
- USASCAF Pentagon
- Fort Meade
- NS Anacostia
- Dahlgren
- Sugar Grove, WV
- Andrews AFB
- Bolling AFB
- Henderson Hall
- MCCDC Quanti
- USCG Center,
- USCG HQ, DC

GEORGIA

- MCLB, Albany
- NSCS, Athens
- Fort Benning
- Fort Gordon
- Fort McPherson
- Fort Stewart
- Moody AFB

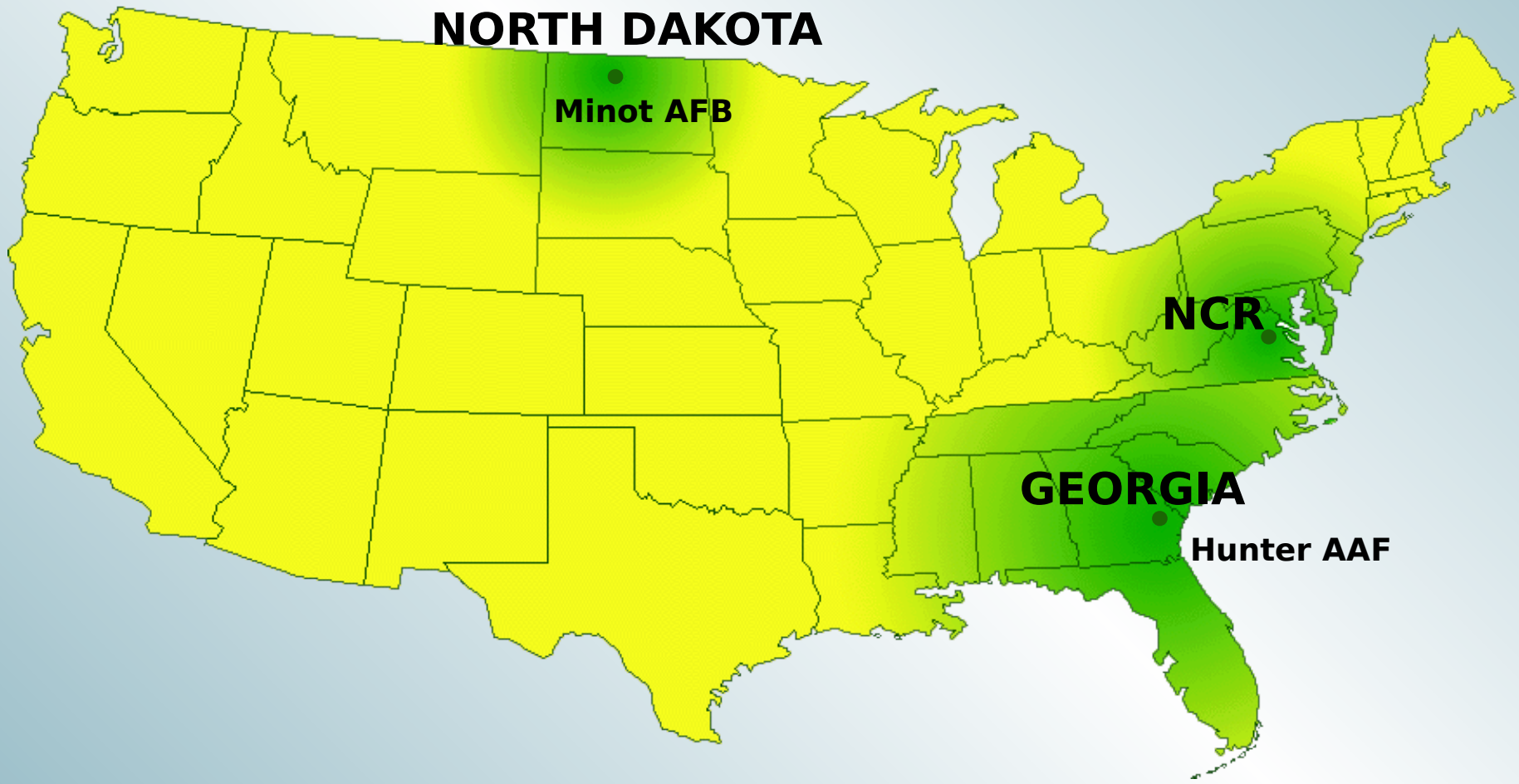
NORTH DAKOTA

- Minot AFB

FULL SERVICE MOVING PROJECT

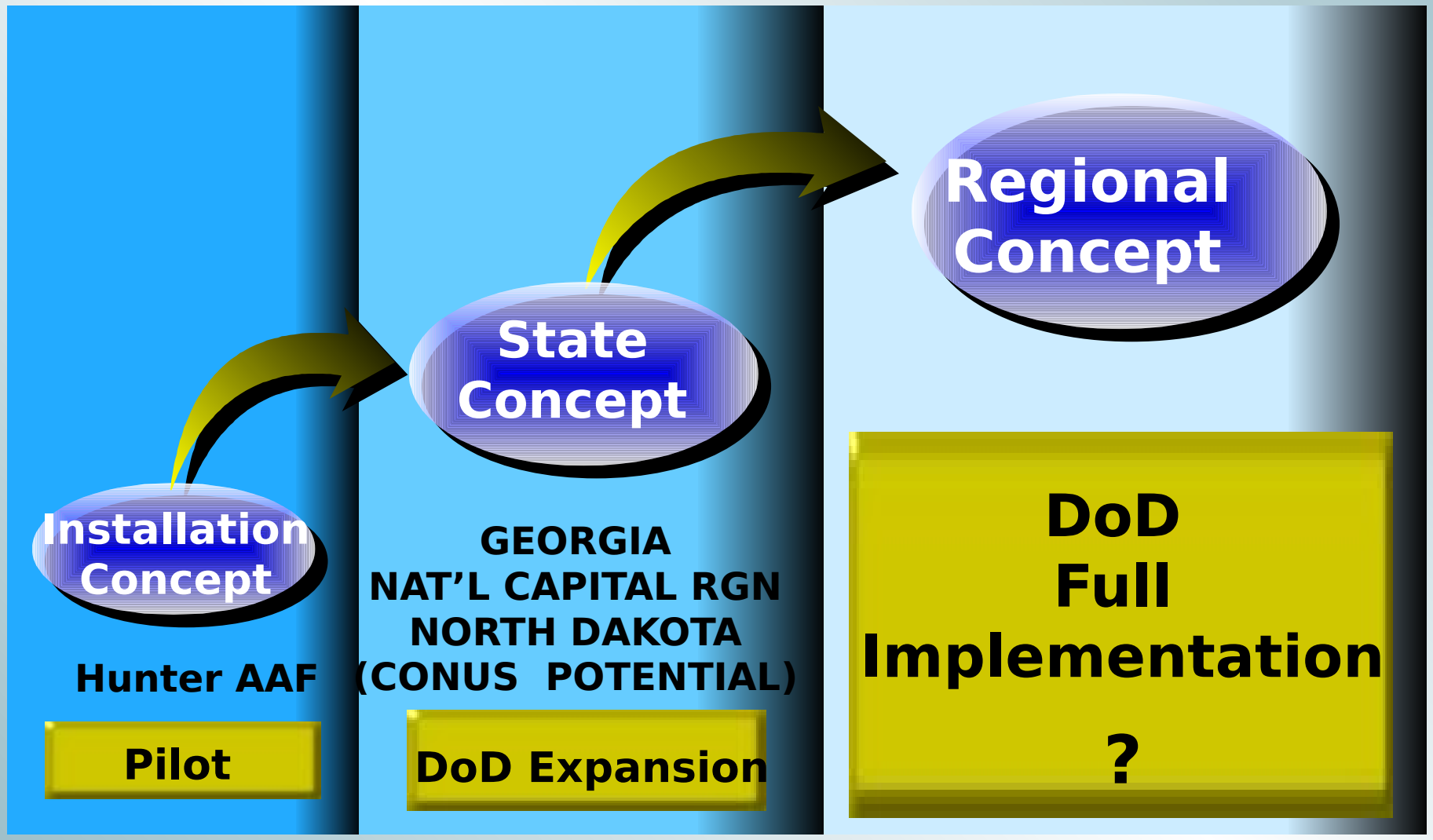
PROPOSED EXPANSION

STATE OR REGION



FULL SERVICE MOVING PROJECT

EXPANSION



CONTRACTING OFFICER'S REPRESENTATIVES

- **CORs/ACORs**
  - Number CORs to be determined
  - TMO / ITO nominates CORs / ACORs
  - Recommend traffic managers be CORs/ACORs
  - Trained / appointed by contracting officer

FULL SERVICE MOVING PROJECT

OUTBOUND PERSONAL PROPERTY

CURRENT FUNCTIONS

- ✓ Outbound Entitlements Counseling
- ✓ Traffic Management
  - Select Carrier
  - Book Carrier
  - Arrange Storage
  - Prepare Documents
  - Schedule Pick Up
  - Troubleshoot (when requested)
  - Inspect Shipments
  - Process Inbound Shipments
  - Schedule Inbound Delivery

NEW FUNCTIONS

- ✓ Contract Administration
  - Monitor Performance
  - Certify Invoices
  - Resolve Issues
- ✓ Data Collection & Input
  - Collect Test Data
  - Collect Comparative Data
  - Input Test / Comparative Data
- ✓ Process Inbound Shipments from Non-Test Activities

FULL SERVICE MOVING PROJECT

NON-TEMPORARY STORAGE

- ✓ **Management**
  - ➢ New NTS handled by FSMP contractor
  - ➢ Existing NTS handled by JPPSO/ITO - tendered to FSMP contractor for movement from facility
- ✓ **Quality Control**
  - ➢ Performance-based contract
  - ➢ Prime contractor responsible for NTS facility

FULL SERVICE MOVING PROJECT

OTHER ISSUES

- **Sensitive / Blue Bark Moves**
  - Addressed in DoD / Industry Partnering Agreement
  - Contractor site manager focal point

- **Customs Clearance**
  - Contractor responsibility
  - Procedures vary by country
  - Addressed in DoD / Industry Partnering Agreement

FULL SERVICE MOVING PROJECT

MARKET RESEARCH

- **OSD-sponsored CEO meetings**
  - Van lines
  - Freight forwarders
  - Relocation management firms

- **Purpose**
  - Address industry concerns
  - Move forward with cooperation

FULL SERVICE MOVING PROJECT

PROJECTED TIMELINE

Discussions with Industry Continue

Jan 99 | Jun 99 | Jan 00 | Jun 00 | Dec 00 | Jun 01 | Dec 01

MTMC Reengineering (1994 - 1999)
- 18,500 Projected Moves

Hunter Project (1997)
- 1,349 Moves

GAO Report

Full Service Moving Project (FSMP)
- **45,000 Moves**

Service Member Arranged Moves (SAM) (1997)
- 300 Moves

Lessons Learned

TRANSCOM Evaluation

Full DoD Implementation
- 650,000 Moves

... it's all about quality of life for soldiers and their fam

FULL SERVICE MOVING PROJECT

SUMMARY

INFORMATION AVAILABLE AT:

http://acbop.monmouth.army.mil
arch by Contracting Officer, Ms. Baldw

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